



# NATIONAL ISSUES FORUMS

Speakers: Ellen M. Knutson, Research Associate, Charles F. Kettering Foundation  
and Adjunct Assistant Professor, iSchool, University of Illinois

Bill Muse, President Emeritus, National Issues Forums Institute  
and Senior Associate, Kettering Foundation

Amy Lee, Program Officer, Charles F. Kettering Foundation

**BECAUSE OUR DIVIDED NATION NEEDS  
CONVERSATION MORE THAN EVER.**



Audio Broadcast

24.7 Kbps

Event Help

Participants Chat Q&A

Participants (2)

Speaking:

Panelists: 1

Steven Hofmann (Host)

Attendees: 1 (1 displayed)

Public Librarian (me)

Chat

CHAT WINDOW

Send to: All Participants

Select a participant in the Send to menu first, type chat message, and send...

Send

Q&A

All (0)

Ask: All Panelists

Select a participant in the ask menu first and type your question here. There is a 256 character limit.

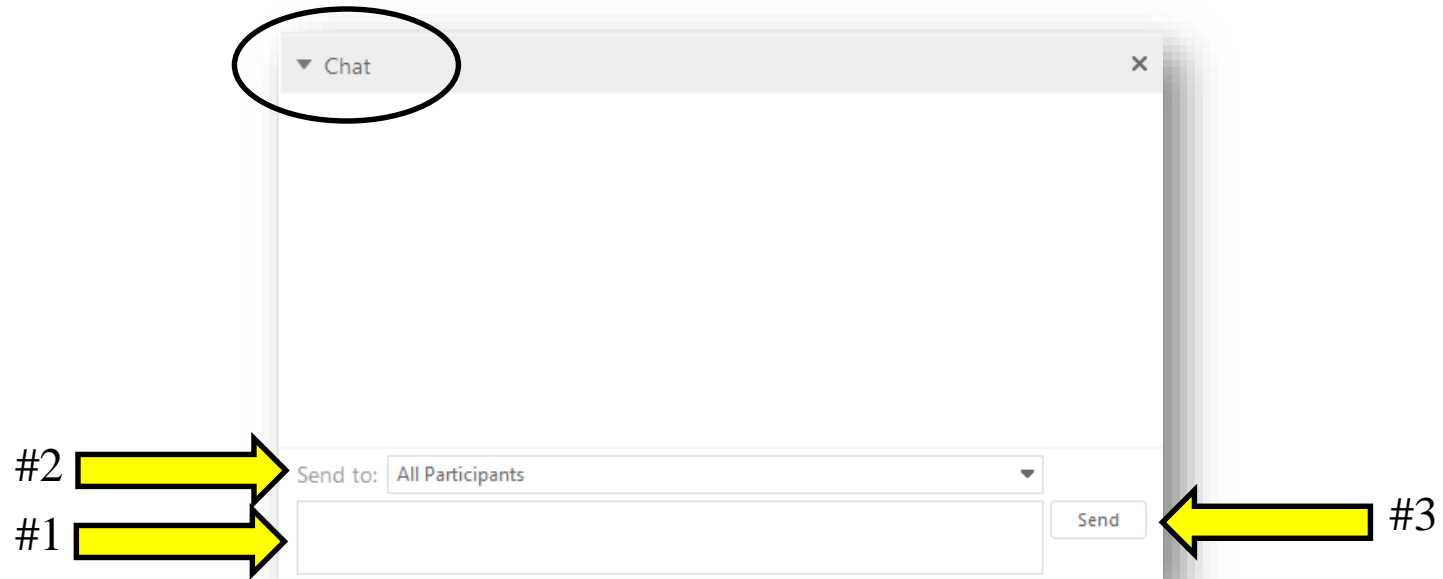
Send

Connected

# PRESENTATION AREA

# QUESTIONS FOR TODAY'S PRESENTER?

1. Type your message in the **Chat window**



2. Make sure the “Send to” menu says “All Participants”

3. Click “Send”

Audio Broadcast

24.7 Kbps

Event Help

01

# PRESENTATION AREA

Participants (2)

Speaking:

Panelists: 1

Steven Hofmann (Host)

Attendees: 1 (1 displayed)

**Public Librarian** (me)

Chat

Send to: All Participants

Select a participant in the Send to menu first, type chat message, and send...

Send

Q&A

All (0)

## Q&A WINDOW

Ask: All Panelists

Select a participant in the ask menu first and type your question here. There is a 256 character limit.

Send

Connected

# NEED TECHNICAL ASSISTANCE?

1. Type your request in the **Q&A window**



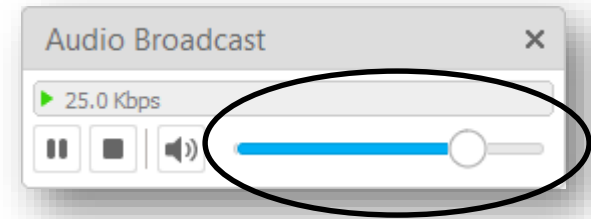
2. Make sure the “Ask” menu says “All Panelists”

3. Click “Send”

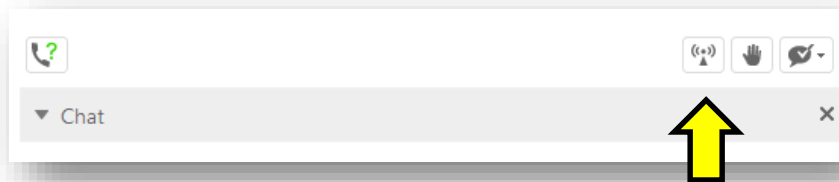
# AUDIO TIPS

## Audio is broadcast via computer speakers or headset

You can adjust the volume in the Audio Broadcast window floating in the upper left hand corner of your screen:



If you lose audio, click the Audio Broadcast button (the little broadcast tower located along the bottom of the Participants window) OR click the Audio Broadcast option under the Communicate menu to reconnect:





# NATIONAL ISSUES FORUMS

Speakers: Ellen M. Knutson, Research Associate, Charles F. Kettering Foundation  
and Adjunct Assistant Professor, iSchool, University of Illinois

Bill Muse, President Emeritus, National Issues Forums Institute  
and Senior Associate, Kettering Foundation

Amy Lee, Program Officer, Charles F. Kettering Foundation

**BECAUSE OUR DIVIDED NATION NEEDS  
CONVERSATION MORE THAN EVER.**



## ONLINE LEARNING

Introduction to  
Dialogue & Deliberation  
for Academic Libraries  
*September 13, 2017*



Reflective Structured  
Dialogue Method with  
Essential Partners  
*October 11, 2017*

National Issues Forums  
Institute  
*November 15, 2017*



## SERIES 2: LEARNING SCHEDULE

### REGISTER NOW! IN-PERSON TRAINING WORKSHOP

**Libraries Transforming  
Communities:  
National Issues Forums Workshop  
for Academic Libraries**  
*February 9, 2018*





# TODAY'S PRESENTERS



**Ellen M. Knutson**

Research Associate

Charles F. Kettering Foundation



**Bill Muse**

President Emeritus

National Issues Forums Institute



**Amy Lee**

Program Officer

Charles F. Kettering Foundation

# AGENDA

- ▶ What is NIF/NIFI, and how has it been used on college campuses?
- ▶ Decision-making and wicked problems
- ▶ Elements of a deliberative forum
- ▶ Common Ground for Action online platform
- ▶ Resources and training available

# POLL QUESTIONS

- ▶ Have you participated in an NIF-style deliberative forum in the past?

# POLL QUESTIONS

- ▶ Have you moderated/facilitated a different kind of group process in the past?



## Bill Muse

President Emeritus, National Issues Forums Institute  
and Senior Associate, Kettering Foundation

[bmuse@nifi.org](mailto:bmuse@nifi.org)

**BECAUSE OUR DIVIDED NATION NEEDS  
CONVERSATION MORE THAN EVER.**



# INTELLECTUAL ENGAGEMENT

**Libraries serve as  
the center of  
intellectual  
engagement on the  
campus**



# OPPORTUNITIES TO GAIN SUCCESS

**Students can acquire and enhance  
their skills to advance in virtually  
any organization and in their daily  
lives**



# CRITICAL THINKING

- ▶ Absorb and analyze important information
- ▶ Identify relationships
- ▶ Visualize potential solutions to a problem
- ▶ Evaluate problems deliberately before reaching a conclusion



# EMPATHY AND WILLINGNESS TO WORK TOGETHER



- ▶ Express what is in their head and heart about things they value and share with others
- ▶ Willingness to listen carefully to what others share about their values
- ▶ Work effectively with others who are different from themselves

# 40 YEARS OF WORKING TOGETHER

The Kettering Foundation and the National Issues Forums Institute have been working together for nearly 40 years to create and enhance a method of conversation and materials for forums



[ala.org/LTC-models](http://ala.org/LTC-models)

#librariestransform



# PUBLIC DELIBERATION



A process in which a problem is carefully examined and possible options evaluated before conclusions are reached



www.nifi.org

## Safety and Justice

**How Should  
Communities  
Reduce  
Violence?**



# NIFI Issue Guides

- ▶ Provide the information to structure the process of deliberation during a forum
- ▶ [www.nifi.org](http://www.nifi.org)



# CONVENE A FORUM



- ▶ Bring together a group of 10 – 18
- ▶ Secure a moderator and a recorder
- ▶ Issue guide
- ▶ **START TALKING!**



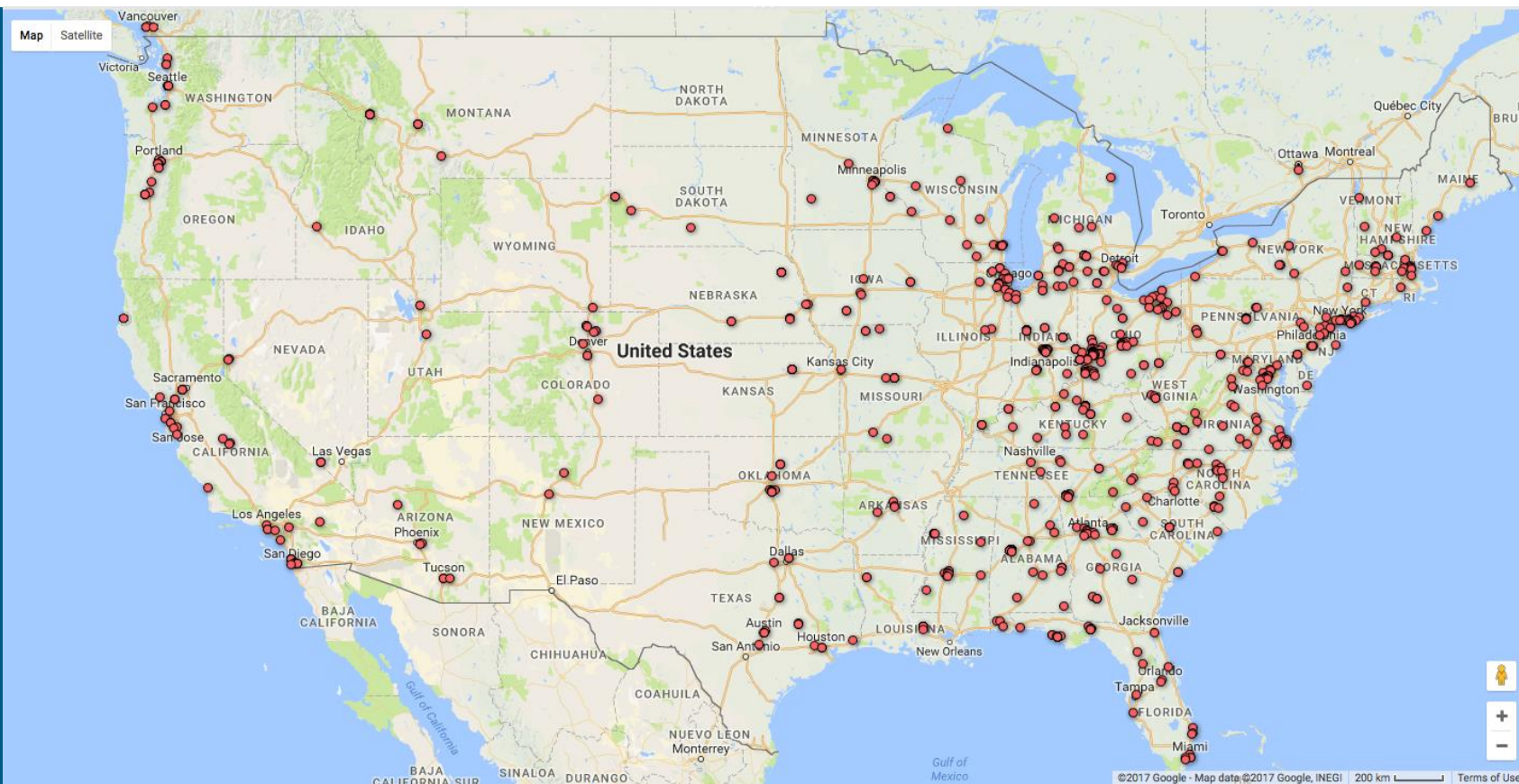
## Ellen Knutson

Research Associate, Charles F. Kettering Foundation and  
Adjunct Assistant Professor, iSchool, University of Illinois  
[ellen.knutson@gmail.com](mailto:ellen.knutson@gmail.com)

**BECAUSE OUR DIVIDED NATION NEEDS  
CONVERSATION MORE THAN EVER.**



# NIF ON CAMPUS



# CENTER FOR PUBLIC DELIBERATION



Colorado State University



## Mission

Dedicated to enhancing local democracy through improved public communication and community problem-solving



# Forums at the Atlanta University Center



# DELIBERATIVE PEDAGOGY



School of  
Information Sciences

The iSchool at Illinois

## Community Engagement Course

“This class gave me a community engagement mission and the encouragement to just start where I’m at [a community college], to see the possibilities in the people around me, and to take the first steps to the beginning of an impactful career.”

# QUESTIONS?



[ala.org/LTC-models](http://ala.org/LTC-models)

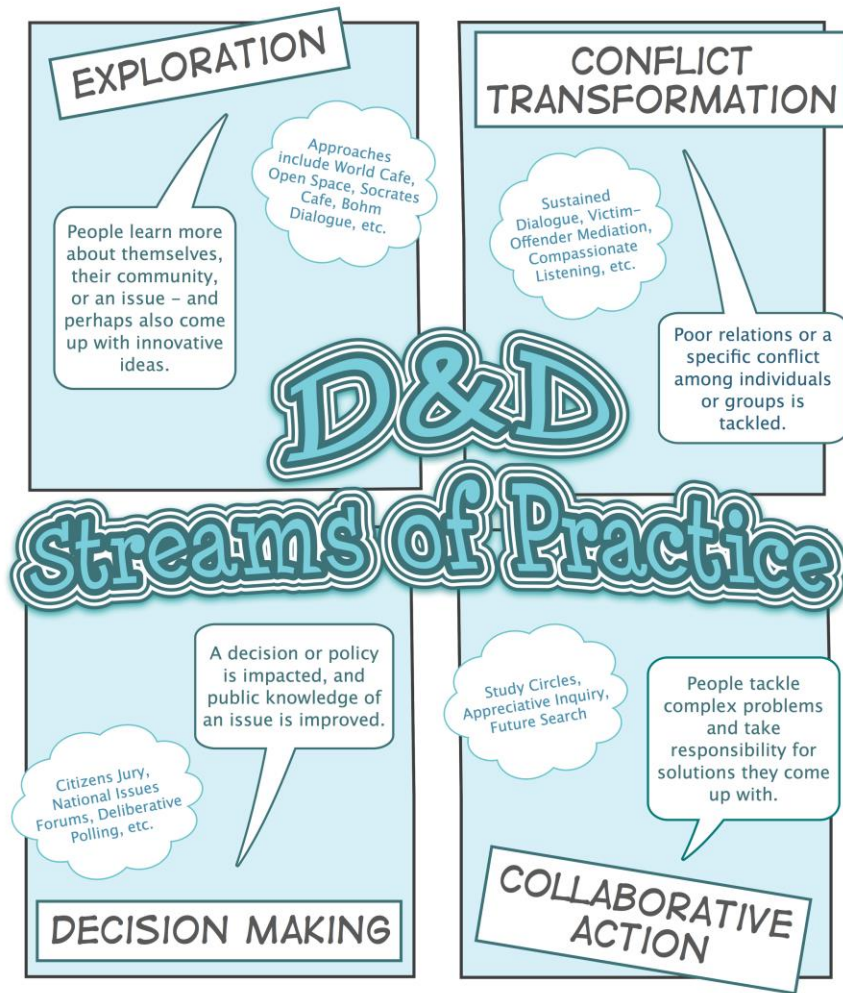
[#librariestransform](https://twitter.com/librariestransform)





# NATIONAL ISSUES FORUMS

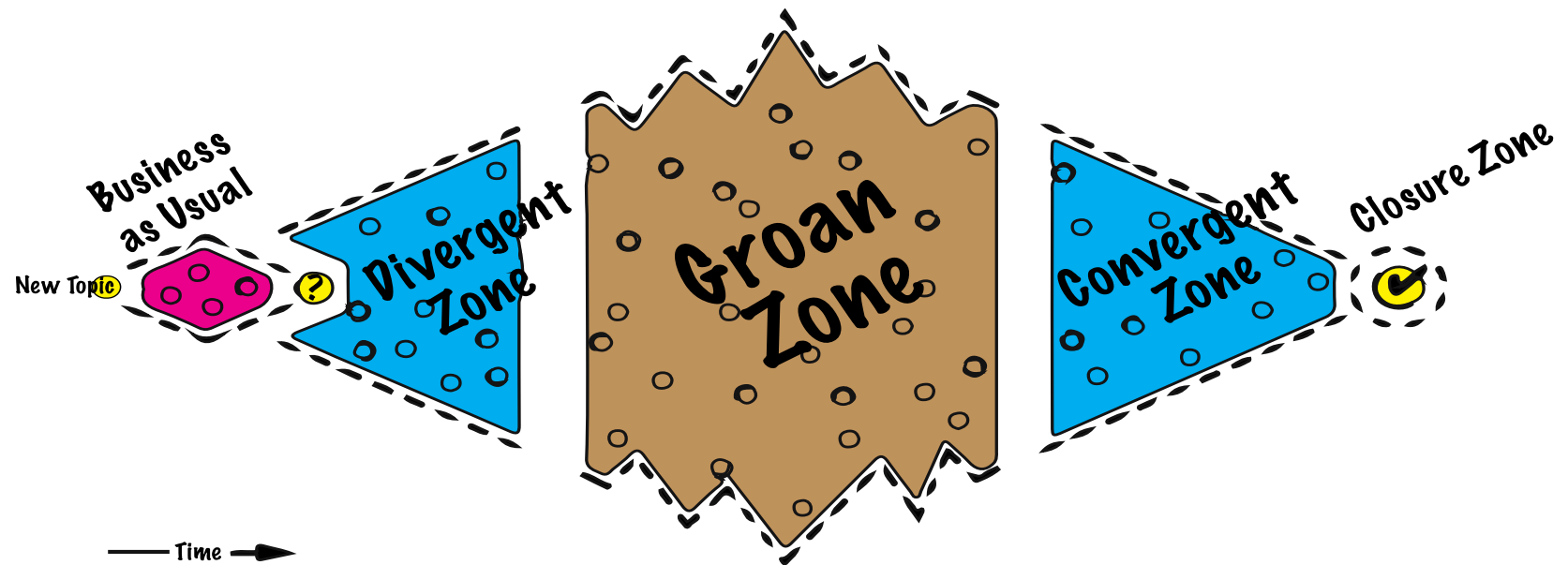
At its core is a decision-making process



This is a snapshot of the Engagement Streams Framework developed by Sandy Heierbacher and members of the National Coalition for Dialogue & Deliberation (NCDD) in 2005. The framework helps people decide which methods of dialogue and deliberation best fit their goals and resources.

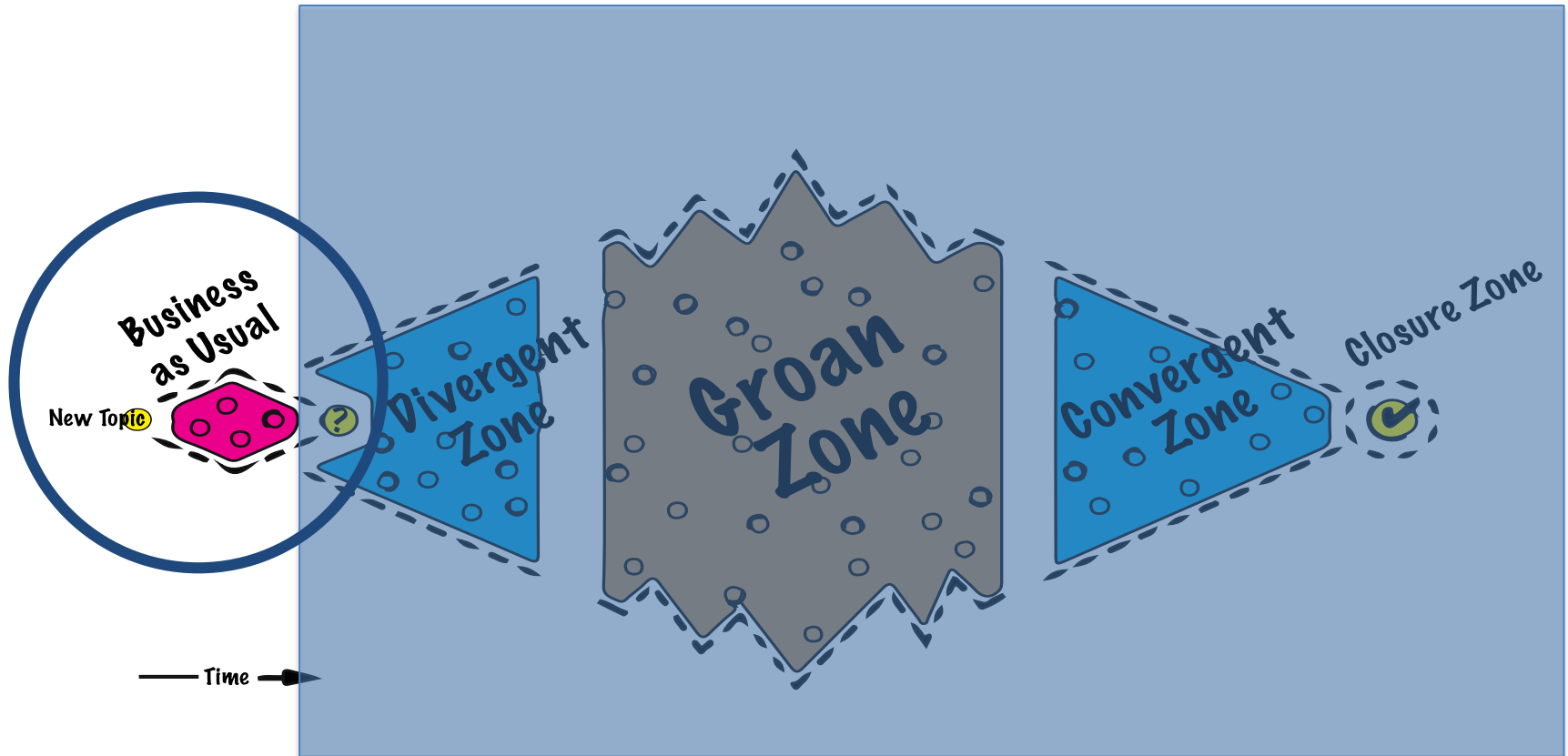
For the full framework, go to [www.ncdd.org/streams](http://www.ncdd.org/streams).

# KANER DIAMOND OF PARTICIPATORY DECISION-MAKING



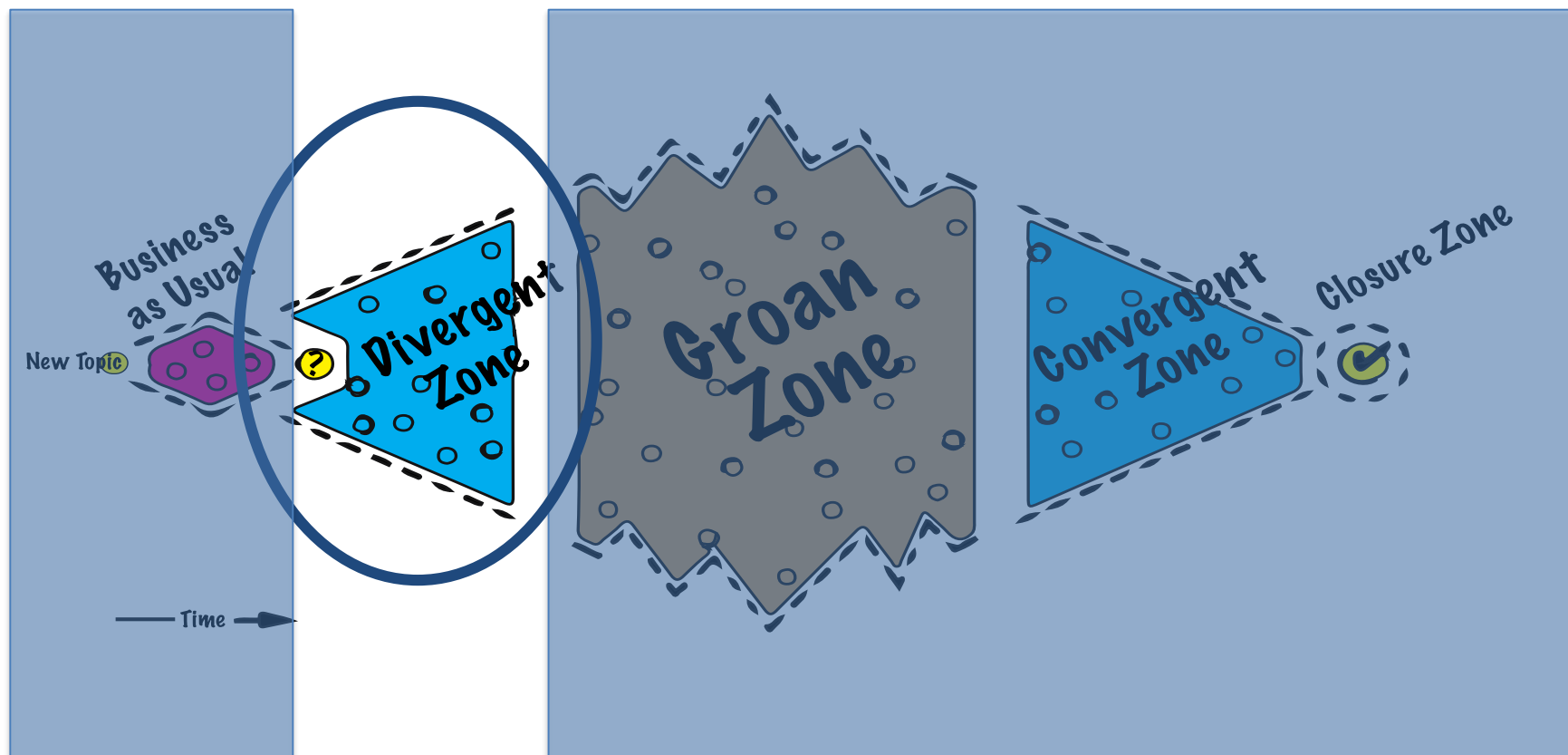
Sam Kaner et al. (2007) Facilitator's Guide to Participatory Decision-Making, 2<sup>nd</sup> Edition. Jossey-Bass

# COMFORT ZONE



Sam Kaner et al. (2007) Facilitator's Guide to Participatory Decision-Making, 2<sup>nd</sup> Edition. Jossey-Bass

# A SPACE FOR CREATIVITY



Sam Kaner et al. (2007) Facilitator's Guide to Participatory Decision-Making, 2<sup>nd</sup> Edition. Jossey-Bass

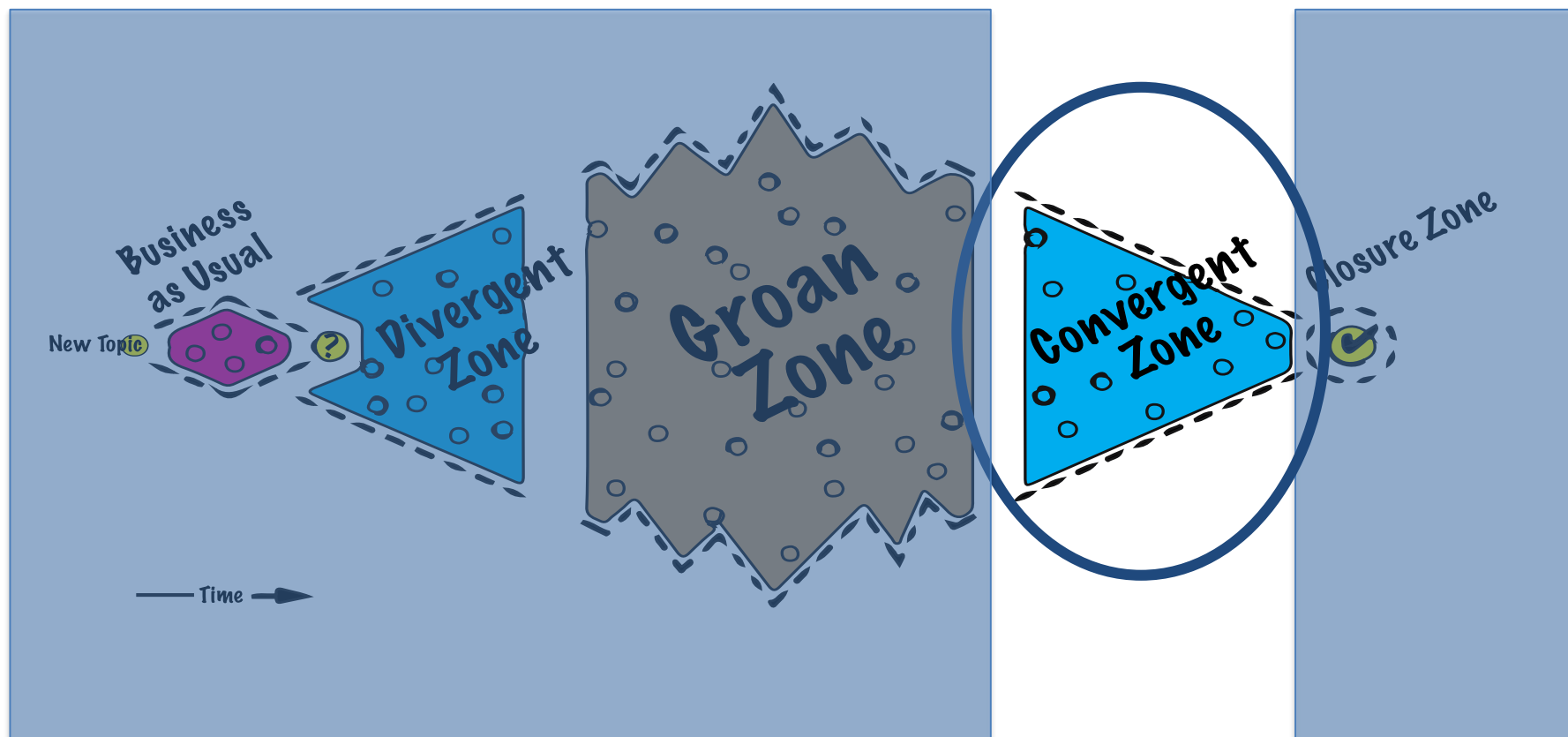
# GRRRRR ... NOT MUCH FUN!



Sam Kaner et al. (2007) Facilitator's Guide to Participatory Decision-Making, 2<sup>nd</sup> Edition. Jossey-Bass

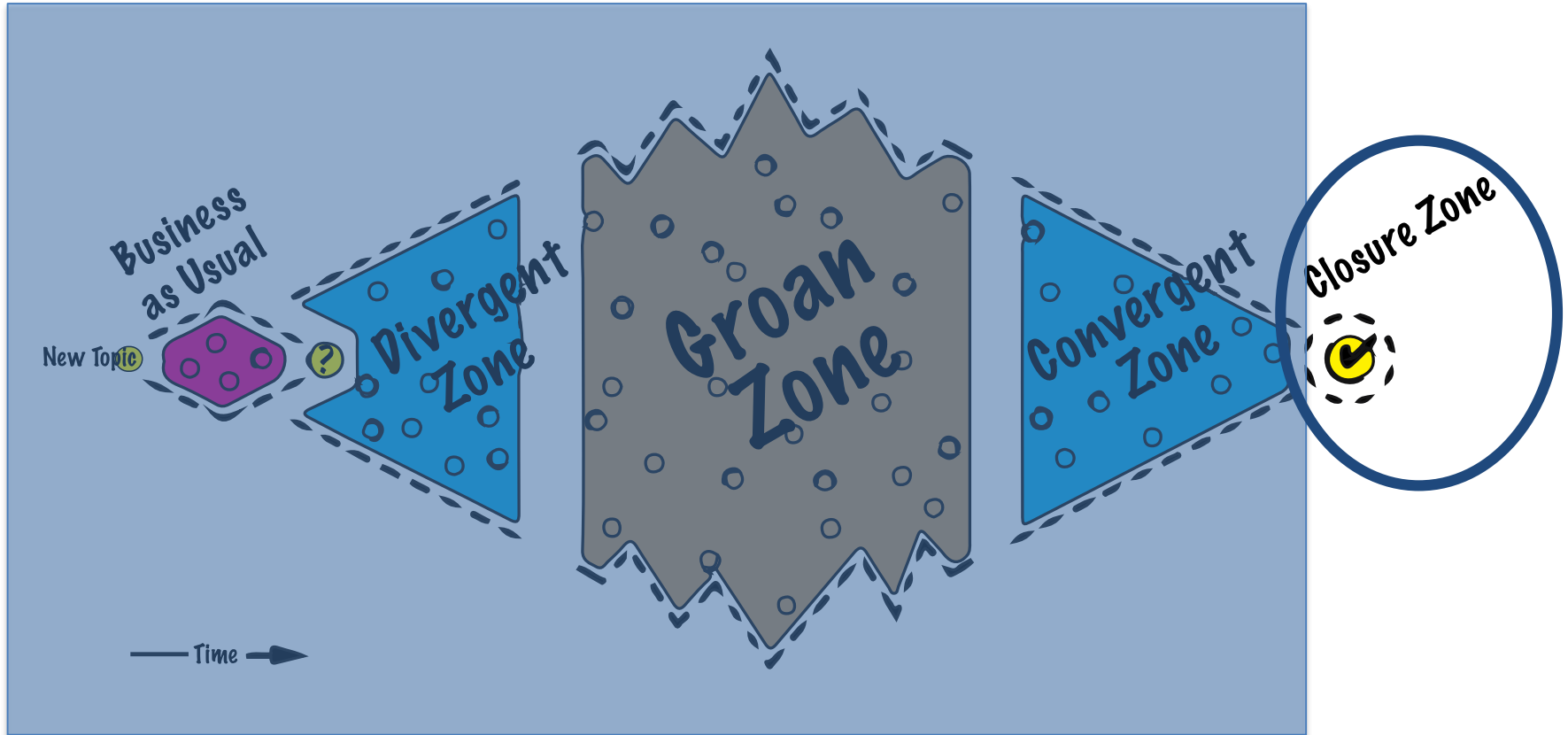


# I'M STARTING TO SEE THE LIGHT!



Sam Kaner et al. (2007) Facilitator's Guide to Participatory Decision-Making, 2<sup>nd</sup> Edition. Jossey-Bass

# ... AND WE'VE MADE A DECISION



Sam Kaner et al. (2007) Facilitator's Guide to Participatory Decision-Making, 2<sup>nd</sup> Edition. Jossey-Bass

# WHAT IS DELIBERATION?

| Debate          | Dialogue            | Deliberation           |
|-----------------|---------------------|------------------------|
| Compete         | Exchange            | Weigh                  |
| Argue           | Discuss             | Choose                 |
| Promote opinion | Build relationships | Make choices           |
| Seek majority   | Understand          | Seek overlap           |
| Persuade        | Seek understanding  | Seek common ground     |
| Dig in          | Reach across        | Framed to make choices |
| Tight structure | Loose structure     | Flexible structure     |
| Express         | Listen              | Learn                  |
| Usually fast    | Usually slow        | Usually slow           |
| Clarifies       | Clarifies           | Clarifies              |
| Win/lose        | No decision         | Common ground          |

Excerpted from: The Public's Voice: Building Community Engagement Through Deliberative Dialogues, Sandra Hodge, Ph.D. & Patty Dineen

# NOT A PUBLIC HEARING



More than just  
“three minutes  
at the  
microphone”

# NOT A DEBATE



Not trying to  
“win”



# THINKING TOGETHER!



Weighing  
choices,  
exploring  
ideas

# USE DELIBERATION WHEN:

- ▶ There is a decision that must be made about the issue
- ▶ There is lack of agreement about what is an issue
- ▶ There is disagreement on the cause of the problem, or the cause is not clear
- ▶ There is no definitive or single solution to the problem, but a decision needs to be made about what may be done

# USE DELIBERATION WHEN:

- ▶ Every solution involves trade-offs or downsides that involve things held valuable
- ▶ The problem is intractable, ongoing or systemic
- ▶ People will face moral disagreements in deliberating on the issue
- ▶ Any solution will take multiple actors (e.g. community groups, individuals and government)



# EXAMPLE: PREAMBLE TO THE U.S. CONSTITUTION

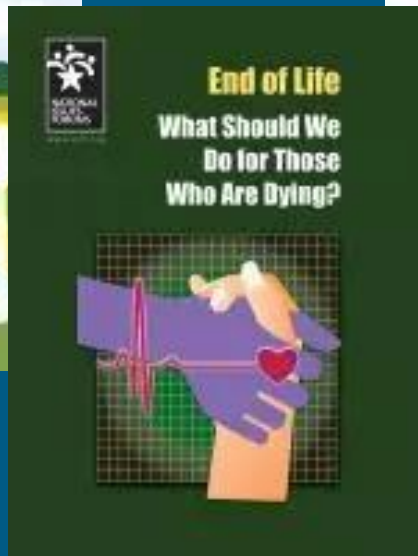
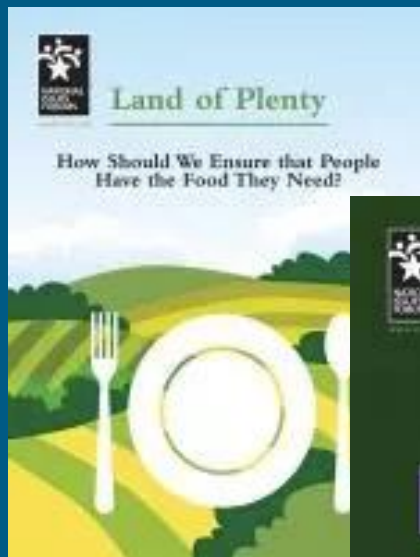
*“We the People of the United States, in Order to form a more perfect Union, establish **Justice**, insure **domestic Tranquility**, provide for the **common defense**, promote the **general Welfare**, and secure the Blessings of **Liberty** to ourselves and our Posterity, do ordain and establish this Constitution for the United States of America”*

# EXAMPLE: THINKING ABOUT VALUES

| Preamble                            | Current Phrasing                 |
|-------------------------------------|----------------------------------|
| Justice                             | Justice                          |
| Domestic Tranquility/Common Defense | Security/Safety                  |
| General Welfare                     | Equality                         |
| Liberty to ourselves                | Freedom (for us)                 |
| Liberty for our posterity           | Freedom (for future generations) |

Which is your top value? What are you most willing to give up?

# NIF ISSUE GUIDES



<https://www.nifi.org/en/nifi-materials>

# ELEMENTS TO A FORUM

- ▶ Convener
- ▶ Moderator
- ▶ Recorder
- ▶ Participants
- ▶ Issue Guide

# CONVENER



- ▶ Host forum
- ▶ Inviting the participants

# MODERATING FORUMS



- ▶ Remain neutral
- ▶ Practice active listening
- ▶ Encourage story-telling and expression of different points of view



# MODERATING FORUMS

- ▶ Help participants understand each other and their different perspectives
- ▶ Manage time, shifting focus when necessary



# THE MODERATOR IS NOT



# MODERATING FORUMS



No one right way!  
Find your style and  
use it

# THE RECORDER

Photo Credit: Scott London



Captures  
the thoughts  
of the group



# PARTICIPANTS

Photo Credit: Scott London



# ISSUE GUIDE



www.nifi.org

## Safety and Justice

How Should  
Communities  
Reduce  
Violence?



A framework for discussion





# Option 1:

## Enforce the Law Together

*Expand policing while strengthening community-police partnerships.*

THIS OPTION SAYS THAT OUR TOP PRIORITY should be finding ways for communities and police to work together to stop violence of all kinds. Most Americans want safer streets and communities. Through neighborhood watch programs and community policing, citizens and police should identify sources of violence and work together to stop it.

*But—more police officers visible in the community may create the sense that people are living in a police state. Some people may take the law into their own hands.*

### EXAMPLES OF WHAT MIGHT BE DONE

Communities can hire and deploy significantly more police officers of diverse races and train them in community policing.

Beef up and expand the use of neighborhood crime watch programs.

Require police officers to live in the communities they serve.

More citizens could fulfill their own obligations to the criminal justice system by reporting crimes and serving as witnesses and jurors.

Train more people in the responsible use and carrying of firearms, and enact more “stand your ground” laws.

What else?

### TRADE-OFFS TO CONSIDER

This could create the oppressive feel of a police state.

This might erode community trust and neighbors could end up targeting people based on racial, ethnic, or religious biases.

Some cities might find it harder to attract and hire new officers.

Many people don’t want to participate in a system that they see as biased and unfairly burdensome.

People may act as vigilantes.

What’s the trade-off?

*This option proposes that we put more trust in law enforcement and neighborhood watch efforts to ensure safety for all. How can we ensure that police officers will also observe the law? Are we confident that ordinary citizens can handle increased responsibility?*



## Option 2:

### Apply the Law Fairly

*Remove injustices, reform inequities, and improve accountability.*

THIS OPTION SAYS THAT ONLY BY ADDRESSING injustice and bias in law enforcement and the courts can safety for all be achieved. Currently, the law is not enforced or applied fairly. From dealing with the way people of color are treated on the streets to unequal sentencing in the courts, widespread reforms are needed in order to restore trust and reduce violence.

*But—this may make it harder for police officers and judges to do their jobs.*

#### EXAMPLES OF WHAT MIGHT BE DONE

Limit the use of traffic stops and “stop and frisk” by police officers, and review other practices where racial profiling could come into play.

Cities could invest more resources in schools in communities with higher poverty and crime rates.

Require all law enforcement officers and court officials, including judges, to participate in implicit bias training.

Using body cameras and smartphones, police and community members can document interactions, with videos made publicly available and independent prosecutors appointed to increase accountability.

Reduce rates of arrest for minor drug and other non-violent crimes, especially in communities of color, and address disparities in sentencing for people of color.

What else?

#### TRADE-OFFS TO CONSIDER

This would be taking away some of the tools police officers use to prevent crime before people are hurt.

This would mean that tax dollars would go to communities where there is greater need, rather than being distributed equally.

This may make it more difficult for officers to make necessary split-second life and death decisions out on the street.

This could put privacy and trust at risk and lead members of the community to continually second-guess the police based on partial evidence. Some police officers may feel themselves targeted by the legal system.

Some criminals would receive less punishment than they currently do. Community members would have to be willing to accept more repeat, nonviolent crimes being committed.

What's the trade-off?

*This option argues that inequity and bias are at the root of much of the violence the nation is experiencing. Can becoming aware of these biases actually change behavior? Is police reform enough to adequately ensure all people feel safe in their communities?*



## Option 3:

### De-escalate and Prevent Violence

*Reduce the culture of violence and take direct actions to disrupt conflict.*

THIS OPTION SAYS THAT VIOLENCE itself is the most urgent threat and should be directly addressed. We should commit to the de-escalation of violence, by police and in the larger society. The police are often the first responders to mental health, domestic, and drug abuse crises that they are not always trained to handle. We should provide more mental illness and substance abuse treatment so there are fewer such episodes.

*But—this might put police officers and citizens in danger more often.*

#### EXAMPLES OF WHAT MIGHT BE DONE

Community members can disrupt gang activity and stop violence before it occurs.

States and cities can invest in more mental health treatment programs and hospital beds to reduce violence both against and by those with mental illness.

Local governments could sponsor gun buy-back programs to reduce the number of guns in circulation.

Cities could stop allowing police to use military hardware, especially for crowd control.

Train all police officers in de-escalation techniques and enforce stricter use-of-force rules.

What else?

#### TRADE-OFFS TO CONSIDER

Community members could put themselves and others at risk.

This could result in more people being confined in mental hospitals for long periods.

Those likely to participate in these programs are probably not the ones using guns for illegal purposes.

Police officers might be underequipped or outgunned in the worst situations, such as active shooter incidents.

Police officers' lives—and the lives of bystanders—could be endangered in some situations.

What's the trade-off?

*This option says situations often unnecessarily escalate into violent confrontations. Do we expect too much of law enforcement? Is it reasonable to expect that citizen interventions can reduce violence?*

# ISSUE GUIDE



# STAGES OF A FORUM

## Welcome

The convenor or moderator introduces the NIF program.

## Ground rules

Participants and the moderator review desired outcomes and agree on ground rules.

## Getting started

One good way to start is for participants to take a few minutes to talk about their personal experiences with the issue and tell their stories. Sometimes the convenor or moderator begins by showing a starter video that reviews the problems underlying the issue.

## Deliberation

Participants examine all the options. An approximately equal amount of time should be spent on each option.

## Ending the forum

Participants reflect on what has been achieved.

## Questionnaire

Participants complete the questionnaire.

# SAMPLE GROUND RULES

## Ground Rules for a Forum

Before the deliberation begins, it is important for participants to review guidelines for their discussion.

- **Focus on the options.**
- **All options should be considered fairly.**
- **No one or two individuals should dominate.**
- **Maintain an open and respectful atmosphere.**
- **Everyone is encouraged to participate.**
- **Listen to each other.**



# STAGES OF A FORUM

## Welcome

The convenor or moderator introduces the NIF program.

## Ground rules

Participants and the moderator review desired outcomes and agree on ground rules.

## Getting started

One good way to start is for participants to take a few minutes to talk about their personal experiences with the issue and tell their stories. Sometimes the convenor or moderator begins by showing a starter video that reviews the problems underlying the issue.

## Deliberation

Participants examine all the options. An approximately equal amount of time should be spent on each option.

## Ending the forum

Participants reflect on what has been achieved.

## Questionnaire

Participants complete the questionnaire.

## QUESTIONNAIRE

# Safety and Justice

## How Should Communities Reduce Violence?

You may also fill out this questionnaire online: [www.nifi.org/questionnaires](http://www.nifi.org/questionnaires)

NOW THAT YOU'VE HAD a chance to participate in a forum on this issue, we'd like to know what you are thinking. Your opinions, along with those of thousands of others who participated in these forums, will be reflected in a summary report that will be available to all citizens, including those who took part in the forums, as well as officeholders, members of the news media, and others in your community.

|  | Strongly Agree           | Somewhat Agree           | Somewhat Disagree        | Strongly Disagree        | Not Sure                 |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Do you agree or disagree with the statements below?   |                          |                          |                          |                          |                          |
| a. The number of unarmed people of color who have lost their lives in encounters with the police shows there is something fundamentally wrong with the culture, training, and recruitment in too many of this nation's police departments. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. We are expecting entirely too much of our police in asking them to deal with the rising incidence of irrational violence caused by mentally ill or drug-addicted persons who need medical intervention.                                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. We urgently need to increase understanding and mutual respect between police and people of color.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. When faced with life-threatening danger to themselves and civilians, we can't ask police officers to take even more risks with their own safety.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. We need to tackle the growing disrespect for law enforcement in this country, especially among young people, and give the police the support and help they need and deserve.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. We need to face up to the fact that too many police officers routinely make snap judgments about citizens based on race and ethnicity, rather than on probable cause.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Do you favor or oppose each of these actions?   | Strongly Favor           | Somewhat Favor           | Somewhat Oppose          | Strongly Oppose          | Not Sure                 |
| a. The courts should reserve longer sentences for violent crimes, EVEN IF this means more small-time drug dealers and other nonviolent criminals are returned to the community.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Cities and towns should greatly increase the number of police officers on the street, EVEN IF this means some citizens will feel as though they are living in a police state.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Police departments should end the use of "stop and frisk" practices, EVEN IF this greatly reduces the ability of law enforcement to prevent crimes before they happen.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

(Question 2 continued on next page)

NATIONAL JUSTICE CENTER

# QUESTIONNAIRES

Also Available Online:  
[www.nifi.org/questionnaires](http://www.nifi.org/questionnaires)

# Questions?



[ala.org/LTC-models](http://ala.org/LTC-models)

[#librariestransform](https://twitter.com/librariestransform)





# Amy Lee

Program Officer, Charles F. Kettering Foundation

[alee@kettering.org](mailto:alee@kettering.org)

**BECAUSE OUR DIVIDED NATION NEEDS  
CONVERSATION MORE THAN EVER.**

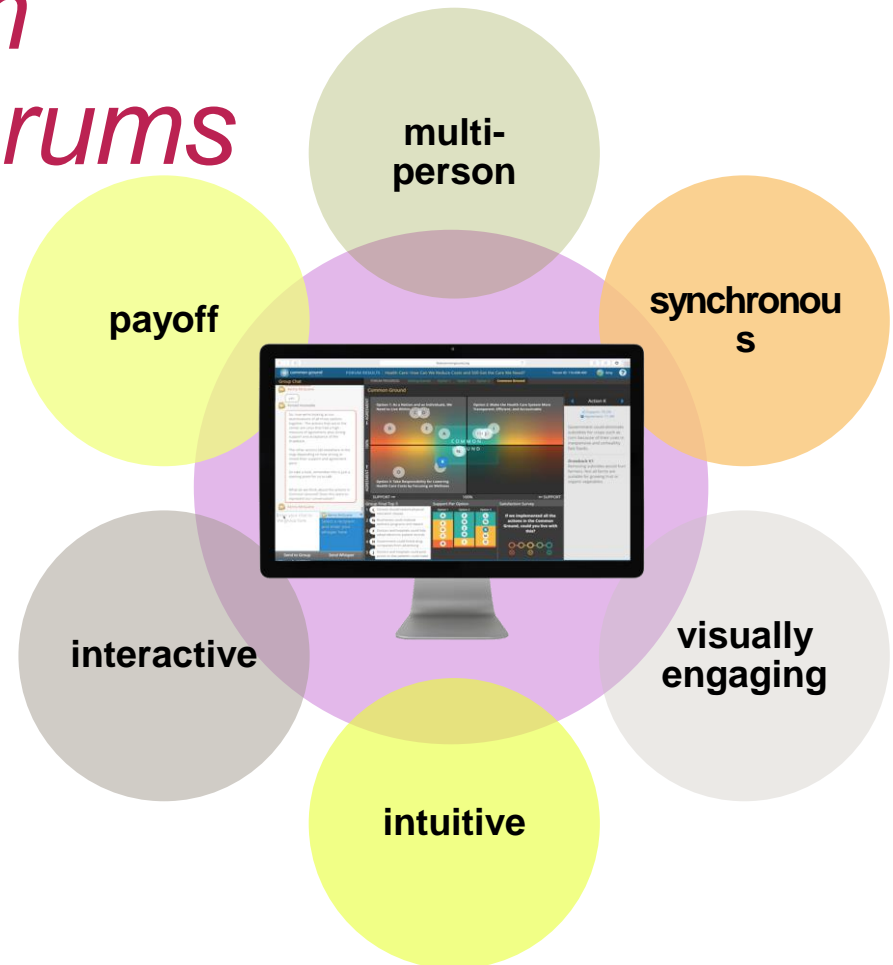


# COMMON GROUND FOR ACTION

NIF  
ONLINE



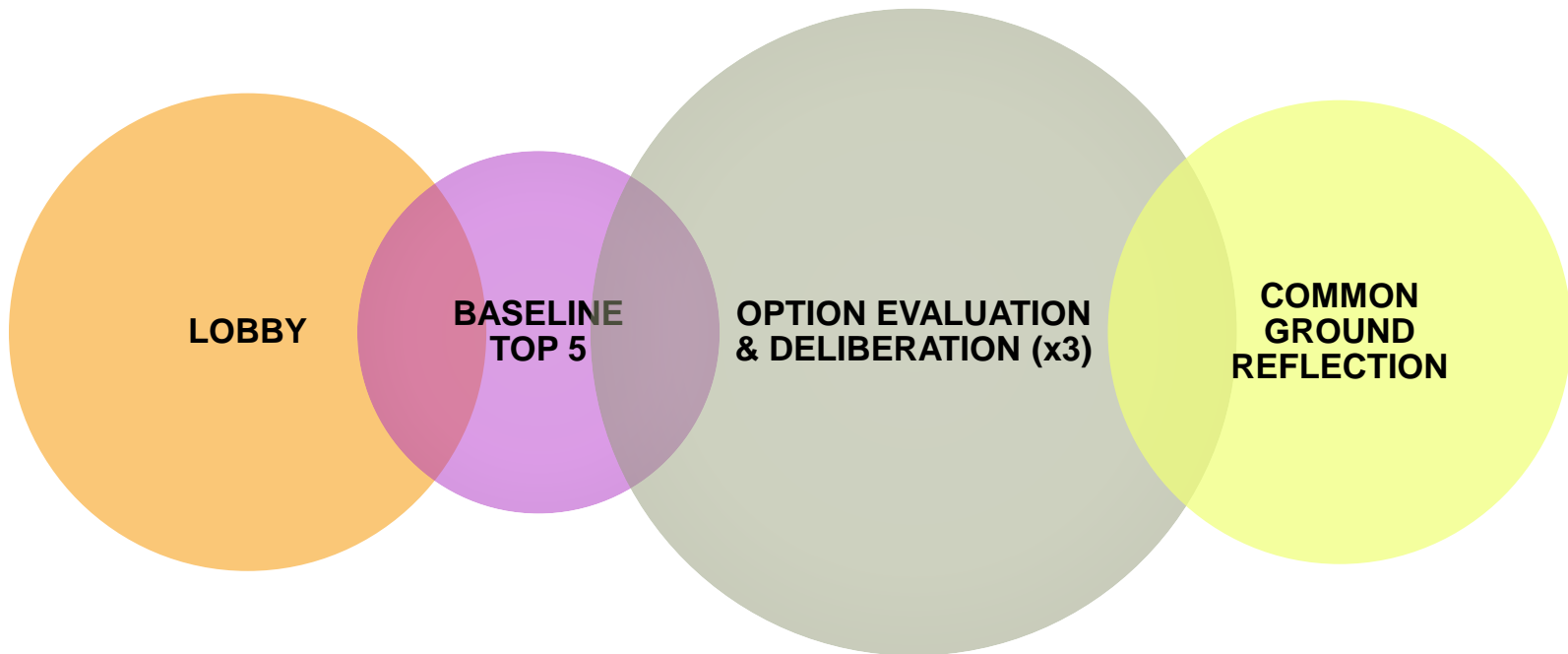
*What would  
an online platform  
for deliberative forums  
need to be?*





# Common Ground for Action

# FORUM FLOW



*Participants get introduced, review issue materials, share Personal Stories*

*Participants choose their personal top 5 actions*

*Individual evaluation of actions and drawbacks, followed by group discussion.*

*(Repeated for all 3 options.)*

*Review of actions across all 3 options, + reflection on changes.*

# SCATTER/GATHER



*LOBBY*



*BASELINE TOP 5*



*OPTION 1*



*OPTION 2*



*OPTION 3*



*COMMON  
GROUND*

# INTRODUCTION & PERSONAL STAKE

The screenshot displays the 'common ground' forum interface for the topic 'What Should We Do about the Opioid Epidemic?'. The interface is divided into several sections:

- MESSAGE FROM THE MODERATOR:** A welcome message explaining the forum's purpose and rules.
- GROUP CHAT:** A chat area with messages from a user named Amy and system messages. Red boxes highlight specific messages: 'go ahead and do so now?', 'Those who have finished, please take a minute or two to read those of others', 'Val has left the forum', 'You just click on the little circles underneath the chat boxes and they'll pop up', 'Everybody see them?', and 'Let me know when you're finished reading all the personal stories'.
- HOW TO PARTICIPATE:** A central area featuring a video titled 'More from Common Ground for Action' and a 'vimeo' logo.
- ABOUT ME:** A profile section with fields for ethnicity (White/Caucasian selected), area type (Small Town), and zip code (45403).
- ISSUE DETAILS:** A section with tabs for 'Documents' and 'Description'. The 'Description' tab is active, showing text about drug abuse and the opioid epidemic.
- PERSONAL STORY:** A section for sharing personal experiences. A user named Rachel has shared a story about her family's experience with drug addiction.

At the bottom, there is a navigation bar with icons for various features and a footer with the Conteneo logo and copyright information.

Participants get introduced, review the issue guide and video, and describe their personal stake.

# BASELINE TOP 5

The screenshot displays the 'common ground' forum interface. At the top, the header includes the site name, a 'GETTING STARTED' section with the topic 'Health Care: How Can We Reduce Costs and Still Get the Care We Need?', and a forum ID. Below the header, a 'Group Chat' sidebar on the left contains instructions and user messages. The main area is titled 'Select Your Top 5 Actions' and asks participants to choose the most important actions to address the issue. A list of nine actions (B, A, C, J, F, H, M) is provided. To the right, a 'Drag your top 5 actions here' section shows five selected actions numbered 1 through 5. The bottom of the interface includes a 'Send Whisper' button and a footer with logos and copyright information.

**common ground** GETTING STARTED | Health Care: How Can We Reduce Costs and Still Get the Care We Need? Forum ID: 116-698-400 Amy ?

**Group Chat**

If you finish before others, take the time out to fill in your personal story, and read those of others!

Don't forget to hit SAVE frequently, especially if we're about to move on.

Kenny McGuane

Got it!

Amy

And remember: If you hit a wrong button or your computer messes up and you get kicked out of the forum at any time, you can get RIGHT BACK IN WHERE YOU WERE by going to your "History" button and choosing the top link, the "findcommonground.org/game/play+stringofletterandnumbers"

Kenny McGuane

Here goes!

Kenny McGuane

Kenny McGuane

Enter your whisper to the Moderator here

Send Whisper

**FORUM PROGRESS:** **Getting Started** Option 1 Option 2 Option 3 Common Ground

**Select Your Top 5 Actions** Next →

Which of these actions do you feel are most important to address the issue?

- B** Employers could require employees to shoulder a greater portion of health care costs through higher deductibles and co-pays.
- A** Government could offer incentives to encourage more doctors to go into primary care .
- C** Government could charge higher penalties for people who don't have health insurance.
- J** Doctors and hospitals could post prices so that patients could make cost-effective decisions.
- F** Doctors and hospitals could fully adopt electronic patient records and increase care coordination.
- H** Government could forbid drug companies from advertising directly to consumers and giving doctors free perks.
- M** Government could tax sodas and increase cigarette and other "sin" taxes to make it costlier for people to lead unhealthy lifestyles.


**Drag your top 5 actions here**

- 1 Government could eliminate subsidies for crops such as corn because of their uses in inexpensive and unhealthy fast foods.
- 2 The government could cut spending the way other countries do by establishing a national health care system.
- 3 Doctors could encourage patients who have no hope of recovery to use hospice care.
- 4 Insurance companies could change how they pay doctors and hospitals from fee-for-service to a flat fee.
- 5 Citizens should urge Congress to raise the age of eligibility for Medicare to 69 and convert it to a "means tested" program that pays benefits according to financial need.

**Footer:** NATIONAL ISSUES FORUMS © Copyright 2014 Conteneo Inc. All Rights Reserved. Feedback? Super Powered by: conteneo



Participants choose their personal top five actions from entire issue framing.

# OPTION EVALUATION: ACTIONS

 common ground  
for Action


EVALUATE OPTION | Health Care: How Can We Reduce Costs and Still Get the Care We Need?

Forum ID: 116-698-400

 Amy 

Group Chat

FORUM PROGRESS: [Getting Started](#) **Option 1** [Option 2](#) [Option 3](#) [Common Ground](#)

Option 1 - As a Nation and as Individuals, We Need to Live Within our Means 

Next →


NO OPINION

**A** Government could offer incentives to encourage more doctors to go into primary care .

**B** Employers could require employees to shoulder a greater portion of health care costs through higher deductibles and co-pays.

I THINK WE SHOULD

**D** Citizens should urge Congress to raise the age of eligibility for Medicare to 69 and convert it to a "means tested" program that pays benefits

**E** Doctors could encourage patients who have no hope of recovery to use hospice care. 

I'M CONFLICTED

**C** Government could charge higher penalties for people who don't have health insurance.

I THINK WE SHOULD NOT


The drawback you're evaluating is on the right, the action the drawback is tied to is on the left. You can click different actions on the left and their tradeoffs will show at the right.


When you're done, click the "Done Evaluating Drawbacks" button at the top right.

Let's everybody try to finish up in 2 minutes.

If you're finished, just hang out in the Forum Home area— we'll be ready to start discussing Option 1 soon. In the meantime, you can read personal stories of others and see why they care about the issue of \_.

If you don't agree with any of the drawbacks, don't think they're valid, respond to the drawback as written, but make sure to bring up your issue when we start chatting!

 Kenny McGuane

 Kenny McGuane

Enter your whisper to the Moderator here

Send Whisper

Participants individually evaluate all actions from one option.



# OPTION EVALUATION: DRAWBACKS

The screenshot shows a web-based forum interface for evaluating options. On the left is a 'Group Chat' window with messages from participants like Kenny McGuane, Carla Michalak, Kim Tran, and Jackie Spurlock. The main area is titled 'EVALUATE OPTION | Health Care: How Can We Reduce Costs and Still Get the Care We Need?'. It shows 'FORUM PROGRESS' with 'Option 2' selected. The current option is 'Option 2 - Make the Health Care System More Transparent, Efficient, and Accountable'. Below this, there are sections for 'I THINK WE SHOULD', 'I'M CONFLICTED', 'I THINK WE SHOULD NOT', and 'NO OPINION'. The 'I THINK WE SHOULD' section lists four actions (F, G, H, I) with checkboxes. Action F is selected. To the right of the actions, there is a 'Drawback' section for action F, which states: 'Electronic records raise privacy concerns. Coordinated care could add one more layer of bureaucracy.' Below the drawback, there are three radio buttons for evaluation: 'I Can Live With This' (selected), 'I'm Conflicted', and 'I Can't Live With This'. A 'Clear Selection' button is also present.

common ground  
for Action

EVALUATE OPTION | Health Care: How Can We Reduce Costs and Still Get the Care We Need?

Forum ID: 116-698-400 Amy

Group Chat

FORUM PROGRESS: Getting Started Option 1 **Option 2** Option 3 Common Ground

Option 2 - Make the Health Care System More Transparent, Efficient, and Accountable

Next →

**I THINK WE SHOULD**

**F** Doctors and hospitals could fully adopt electronic patient records and increase care coordination.

**G** The government could cut spending the way other countries do by establishing a national health care system.

**H** Government could forbid drug companies from advertising directly to consumers and giving doctors free perks.

**I** Insurance companies could change how they pay doctors and hospitals from fee-for-service to a flat fee.

**J** Doctors and hospitals could post prices so that patients could make cost-effective decisions.

**I THINK WE SHOULD NOT**

**NO OPINION**

**Drawback**

Doctors and hospitals could fully adopt electronic patient records and increase care coordination.

Electronic records raise privacy concerns. Coordinated care could add one more layer of bureaucracy.

I Can Live With This I'm Conflicted I Can't Live With This

Clear Selection

Participants then individually evaluate drawbacks for each of those actions.



# OPTION DELIBERATION

common ground  
for Action

OPTION RESULTS | Health Care: How Can We Reduce Costs and Still Get the Care We Need?

Forum ID: 116-698-400

Amy

Group Chat

Kenny McGuane

Sorry to hear about your sister!

Jennifer Wilding → Amy

That's terrible!

Jennifer Wilding → Amy

NEXT!

Kenny McGuane

So, the graphic in the middle of the screen is an anonymized version of how the group evaluated the actions in this option.

The left to right axis is the Support axis. Actions where people both supported the action and accepted the drawback are farthest right.

Kenny McGuane

Yes, it's been difficult.

Jennifer Wilding → Amy

Enter your chat to the group here

Jennifer Wilding

Select a recipient and enter your whisper here

Send to Group

Send Whisper

FORUM PROGRESS: Getting Started **Option 1** Option 2 Option 3 Common Ground

Option 1 - As a Nation and as Individuals, We Need to Live Within our Means

Group Option Evaluation

Action A

Government could offer incentives to encourage more doctors to go into primary care .

Drawback A1

An emphasis on primary care could limit people's choices about the kind of doctor they believe is best for them.

My Evaluation

Action A

I Think We Should

I'm Conflicted

I Think We Should Not

Drawback A1

I Can Live With This

I'm Conflicted

I Can't Live With This

Individual responses produce an anonymized amalgamation of individual evaluations.

The group uses this graphic as the starting point for deliberation, but individuals can change their evaluations at any time and the graphic updates to reflect that shift in real time.

# COMMON GROUND REFLECTION

common ground
**FORUM RESULTS**
Health Care: How Can We Reduce Costs and Still Get the Care We Need?
Forum ID: 116-698-400 Army

**Group Chat**
FORUM PROGRESS: Getting Started Option 1 Option 2 Option 3 Common Ground

Kenny McGuane

yes.

Ronald Hustedde

So, now we're looking at our examinations of all three options together. The actions that are in the center are ones that had a high measure of agreement, plus strong support and acceptance of the drawback.

The other actions fall elsewhere in the map depending on how strong or mixed their support and agreement were.

So take a look, remember this is just a starting point for us to talk.

What do we think about the actions in Common Ground? Does this seem to represent our conversation?

Kenny McGuane

Enter your chat to the group here

Select a recipient and enter your whisper here

Send to Group
Send Whisper

### Common Ground

**Option 1:** As a Nation and as Individuals, We Need to Live Within our Means

**Option 2:** Make the Health Care System More Transparent, Efficient, and Accountable

**Option 3:** Take Responsibility for Lowering Health Care Costs by Focusing on Wellness

SUPPORT →
100%
← SUPPORT

**Group Final Top 5**

- L Schools should restore physical education classes.
- N Businesses could institute wellness programs and reward
- F Doctors and hospitals could fully adopt electronic patient records
- H Government could forbid drug companies from advertising
- J Doctors and hospitals could post prices so that patients could make

**Support Per Option**

|   | Option 1 | Option 2 | Option 3 |
|---|----------|----------|----------|
| A | A        | F        | L        |
| E | E        | H        | N        |
| D | D        | J        | K        |
| C | C        | G        | M        |
| B | B        | I        | O        |

**Satisfaction Survey**

If we implemented all the actions in the Common Ground, could you live with this?

🔴

🟡

🟢

🟠

🟤

😊

Action K

Support: 79.2%  
Agreement: 71.4%

Government could eliminate subsidies for crops such as corn because of their uses in inexpensive and unhealthy fast foods.

---

**Drawback K1**

Removing subsidies would hurt farmers. Not all farms are suitable for growing fruit or organic vegetables.

**After examining all three options individually, the group then reflects on where they have identified common ground across all three options.**

# THE DIFFERENCE DELIBERATION MAKES

**common ground**  
for Action

**FORUM RESULTS** | **Health Care: How Can We Reduce Costs and Still Get the Care We Need?**

Forum ID: 116-698-400

Amy

**Group Chat**

Often think of health care as my problem at all. It's been amazing to see how it affects others around me, though.

**Kenny McGuane**

To me, it just make sense, but I know other people have very real reasons for opposing.

Amy

We've done several public forums on health care, including at least one using this guide, and people's perspectives will surprise you. Or me, anyway.

**Jennifer Wilding**

These personal stories are some of the best I've seen. And Amy and I have moderation a million trillion billion CGA forums!

**Kenny McGuane**

\*moderated

**Kenny McGuane**

Enter your chat to the group here

Select a recipient and enter your whisper here

Send to Group    Send Whisper

**FORUM PROGRESS:**    Getting Started    Option 1    Option 2    Option 3    **Common Ground**

**Common Ground**

**Option 1: As a Nation and as Individuals, We Need to Live Within our Means**

**Option 2: Make the Health Care System More Transparent, Efficient, and Accountable**

**Option 3: Take Responsibility for Lowering Health Care Costs by Focusing on Wellness**

AGREEMENT ↑ 100% ↓

SUPPORT → 100% ←

COMMON GROUND

**Action E**

Support: 60.1%  
Agreement: 71.4%

Doctors could encourage patients who have no hope of recovery to use hospice care.

**Drawback E1**  
Patients may see such conversations as coercive, making them feel as though they are a burden to their families or society.

| My Initial Top 5                                  | Group Initial Top 5                             | Group Final Top 5                              | Support Per Option | Group Satisfaction   |
|---|---|--|--------------------|--|
| 1 <b>K</b> Government could eliminate subsidies   | 1 <b>G</b> The government could cut spending    | 1 <b>L</b> Schools should restore physical     | Option 1: <b>A</b> | <p>On average, this is how satisfied participants were with the results.</p> |
| 2 <b>G</b> The government could cut spending      | 2 <b>L</b> Schools should restore physical      | 2 <b>N</b> Businesses could institute wellness | Option 1: <b>E</b> |  |
| 3 <b>E</b> Doctors could encourage patients       | 3 <b>K</b> Government could eliminate subsidies | 3 <b>F</b> Doctors and hospitals could fully   | Option 1: <b>D</b> |  |
| 4 <b>I</b> Insurance companies could              | 4 <b>H</b> Government could forbid drug         | 4 <b>H</b> Government could forbid drug        | Option 1: <b>C</b> |  |
| 5 <b>D</b> Citizens should urge Congress to raise | 5 <b>A</b> Government could offer incentives to | 5 <b>J</b> Doctors and hospitals could post    | Option 1: <b>B</b> |  |
|   |   |  | Option 2: <b>F</b> |  |
|   |   |  | Option 2: <b>H</b> |  |
|   |   |  | Option 2: <b>J</b> |  |
|   |   |  | Option 2: <b>G</b> |  |
|   |   |  | Option 2: <b>I</b> |  |
|   |   |  | Option 3: <b>L</b> |  |
|   |   |  | Option 3: <b>N</b> |  |
|   |   |  | Option 3: <b>K</b> |  |
|   |   |  | Option 3: <b>M</b> |  |
|   |   |  | Option 3: <b>O</b> |  |

Lastly, the group examines how their judgment shifted from beginning of forum to end and reflects on any changes in perspective.



# RESOURCES AND ADDITIONAL TRAINING

- ▶ National Issues Forums: [www.nifi.org](http://www.nifi.org)
- ▶ Libraries Transforming Communities: National Issues Forums Workshop for Academic Libraries at Midwinter Friday, February 9, 2018, from 9 a.m. to 4 p.m.
- ▶ ALA Center for Civic Life Webinars: [discuss.ala.org/civicengagement/training](http://discuss.ala.org/civicengagement/training)
- ▶ Common Ground for Action Moderator Training

## Libraries Transforming Communities: Academic Libraries



**BECAUSE OUR DIVIDED NATION NEEDS CONVERSATION MORE THAN EVER.**

A free learning series from ALA and the National Coalition for Dialogue & Deliberation

### Learning Sessions

#### Introductory Webinar: For all library types

"Libraries Transforming Communities: Models for Change Overview"

Thursday, Feb. 9, 2017, 1 - 2 p.m. CST

Type: Virtual

Library Types: All

[Watch the Recording](#)

[Download the slides for "Libraries Transforming Communities: Models for Change Overview"](#)

#### Series 2: For academic libraries — Fall 2017

- **WEBINAR 1 OF 3:** "Introduction to Dialogue & Deliberation for Academic Libraries"

Wednesday, Sept. 13, 2017, 1 - 2:30 p.m. CDT

Type: Virtual

Library Types: For academic libraries

[Register Now](#)

- **WEBINAR 2 OF 3:** "Reflective Structured Dialogue Method with Essential Partners"

Wednesday, Oct. 11, 2017, 1 - 2:30 p.m. CDT

Type: Virtual

Library Types: For academic libraries

[Register Now](#)

- **WEBINAR 3 OF 3:** "National Issues Forums"

Wednesday, Nov. 15, 2017, 1 - 2:30 p.m. CST

Type: Virtual

Library Types: For academic libraries

[Register Now](#)

- **IN-PERSON WORKSHOP with National Issues Forums**

Friday, Feb. 9, 2018, during the 2018 ALA Midwinter Meeting in Denver.

NOTE: Academic library professionals who view all three webinars, live or recorded, are invited to attend the free, one-day workshop. Details about the workshop will be shared during the webinars.

[View the full list of Libraries Transforming Communities: Models for Change trainings.](#)

# Series 2: For Academic Libraries

View Series 2 webinars on demand at:  
[ala.org/LTC-models](http://ala.org/LTC-models)

[ala.org/LTC-models](http://ala.org/LTC-models)

[#librariestransform](https://twitter.com/librariestransform)



# REGISTER NOW



## National Issues Forums Workshop for Academic Libraries

A free preconference at ALA's 2018 Midwinter Meeting

REGISTER

February 9, 2018, 9 a.m. to 4 p.m.

<https://apply.ala.org/lcmidwinter>

[ala.org/LTC-models](http://ala.org/LTC-models)

[#librariestransform](https://twitter.com/librariestransform)

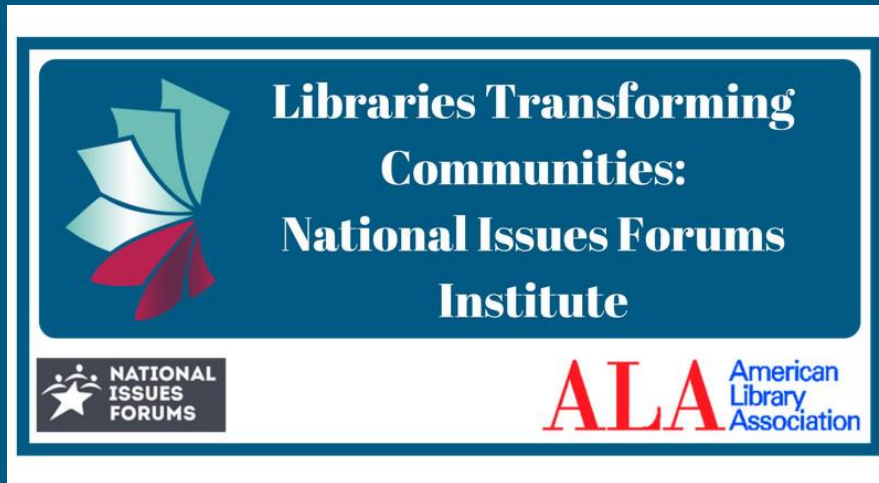




# CLAIM YOUR BADGE

## INSTRUCTIONS

1. Visit [www.credly.com](http://www.credly.com)
2. Create an account or login
3. Click on “Claim Credit”
4. Enter “LTCAcademic3” to claim badge



# EVALUATION

Please take a minute to fill out the brief post-webinar evaluation:

<https://www.surveymonkey.com/r/LTC2NIFIPost>



# QUESTIONS?

**Ellen Knutson**

[ellen.knutson@gmail.com](mailto:ellen.knutson@gmail.com)

**Bill Muse**

[bmuse@nifi.org](mailto:bmuse@nifi.org)

**Amy Lee**

[alee@kettering.org](mailto:alee@kettering.org)

**BECAUSE OUR DIVIDED NATION NEEDS  
CONVERSATION MORE THAN EVER.**





# Thank You!

BECAUSE OUR DIVIDED NATION NEEDS  
CONVERSATION MORE THAN EVER.

